

Resilience and Trauma Management Services



Validium offers a comprehensive range of guidance, consultancy and operational services that can enhance organisations business continuity planning and incident response arrangements. Research shows that organisations that focus on the needs of their employees, customers and communities, recover better after a major disruption, traumatic event or critical incident.

Building Resilience

To help organisations plan effectively, Validium offers a range of services and training courses that focus on the human aspects of business continuity. For example:

- Review of Business Continuity Plans to focus on the human aspects
- Specific Workshops for Directors, Managers, Business Continuity teams and HR
- Psychological First Aid Training for HR, OH and First Responders
- Training in Crisis Communication for HR and line managers on “Breaking Bad News” and “Managing Change”
- Expert Crisis Response for on-site support or via a helpline
- Bespoke Communication Plans for HR in times of crisis or trauma

Incident Response

During or in the immediate aftermath of an incident, Validium has a network of expert Trauma Responders who provide guidance and on-site support. The range of services available includes:

- Crisis response helplines for staff, families and customers which can be activated the same day
- On-site trauma support for Managers, Teams and Individuals
- Structured on-site group or individual support
- Expert guidance and consultancy on internal and external communications
- Provision of Trauma Support leaflets and materials
- Assistance with strategy and response processes

After the Event

After an incident, Validium’s support continues to promote business recovery and employee resilience. These services include:

- Employee Assistance Programmes
- Ad-hoc interventions for individuals who may require support from the business after an incident
- Team Workshops on “Developing Resilience”
- Training for managers on “Managing Distressed Employees”
- Rehabilitation and Psychological Support Services for individuals who are absent
- Specialist treatment for Post Traumatic Stress Disorder
- Review of strategic learning and guidance to implement enhanced procedures and processes in line with ‘Best Practice’

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Validium's unique position

We offer a combination of Organisational Consultancy, Managerial Guidance and Psychological First Aid in order to minimise the impact of trauma and promote well-being and recovery. We have a range of services available, throughout the UK and Internationally, designed to help organisations develop a people-centered approach to crisis management.

Validium's Philosophy

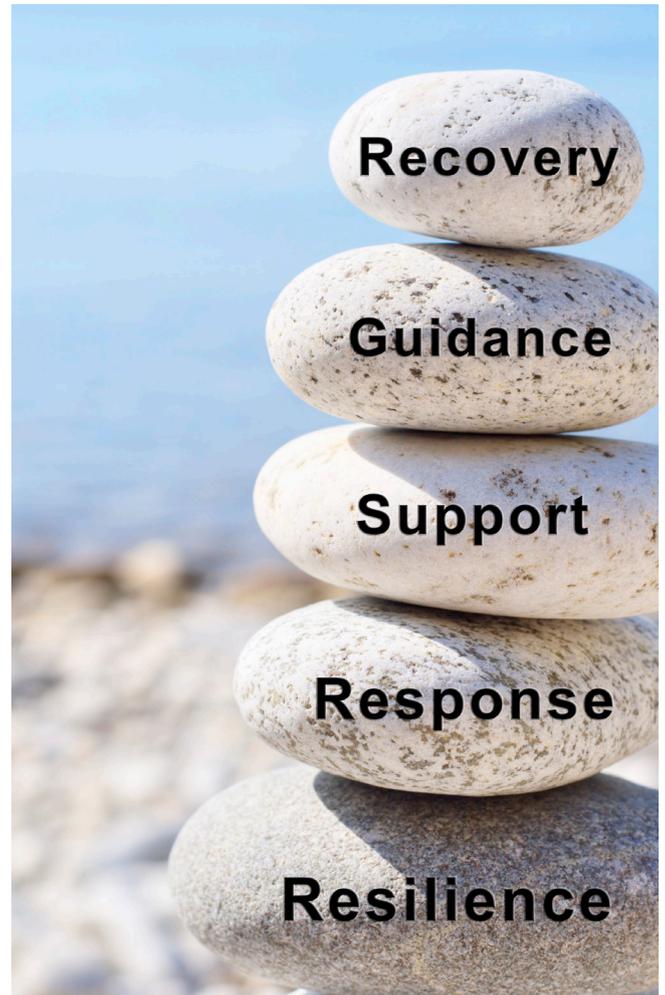
Validium's Resilience & Trauma Management Services are built around a "best practice" approach to early intervention after trauma. Our aim is to assist organisations fulfil their duty of care to employees by providing support and interventions that comply with current clinical guidelines and research.

NICE guidelines for PTSD* comment:

"We do recommend the good practice of providing general and social support and guidance to anyone following a traumatic incident... Support and guidance are likely to cover reassurance about immediate distress, information about the likely course of symptoms and practical and emotional support in the first month after the incident"

Validium's Resilience & Trauma Management Services are tailored to match organisational needs. No two responses will be identical, as every incident has a different context and every workplace has different requirements. All our services encourage and enhance resilience in employees, which in turn promotes the recovery of the organisation.

*PTSD: National Institute for Health and Care Excellence. Post Traumatic Stress Disorder: The Management of PTSD in children and adults in primary and secondary care. London: The Royal College of Psychiatrists and British Psychological Society; 2005



To contact the Validium Resilience and Trauma Management Services team for an initial consultation simply email: TMS@validium.com

